

## Accessible Customer Service Plan

### *Providing Goods and Services to People with Disabilities*

*TransCare is committed to excellence in serving all customers including people with disabilities.*

#### **Assistive devices:**

We will ensure that our employees and volunteers (ref. staff) are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

#### **Communication:**

We will communicate with people with disabilities in ways that take into account their disability.

#### **Service animals:**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises and program sites that are open to the public.

#### **Support persons:**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises and at our program sites.

Fees will not be charged for support persons for admission to TransCare programs unless there is cost related to aspects of the program the support person may partake in such as food services. We will notify customers of this through a notice posted on our premises and prior to admission and attendance to the program.

#### **Notice of temporary disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities including In-Home and community-based programs, TransCare will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at offices and program sites including all Community Dining locations, Assisted Living (Supportive Housing) sites and the Adult Day Program at 1045 McNicoll Avenue, Toronto.

**Training for staff:**

TransCare will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- Program Managers and Coordinators
- Office /site personnel
- Direct Service employees including PSWs
- Direct Service volunteers in programs such as Meals on Wheels, Community Dining and Friendly Visiting

This training will be provided to staff within 6 months of hire.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards including:

- TransCare's accessible customer service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use wheelchairs, lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing TransCare's goods and services

Staff will also be trained when changes are made to the agency's accessible customer service plan.

**Feedback process:**

Customers who may wish to provide feedback on the way TransCare provides goods and services to people with disabilities can do so by e-mail, verbally, use suggestion box where available, etc. All feedback will be directed to [feedback@tcare.ca](mailto:feedback@tcare.ca) verbal by telephone at (416)750-9885 ext 227. Customers can expect to hear back in 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or other policies:**

Any policy of TransCare that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. This plan will be reviewed annually.

*Updated: January 2023*